

709 North Eighth Street Milwaukee. WI 53233

рн: **414-286-3210** FAX: 414-286-3209

December 21, 2016

Federal Communications Commission Office of the Secretary 445 12th Street SW Washington, DC 20554

RE: Waiver/Appeal of Denial of 472 BEAR Invoice Request

471 Application No.: 1009842

Funding Request Number: 2745569

Funding Year: 2015 Contract#: 4350350

Funding Commitment Decision: \$2,968.70

Invoiced after deadline due to 498 Approved late; confusion of USAC legacy system and new EPC portal;

thought an invoicing extension was requested

Billed Entity Number: 145760 Service Provider ID #: 143030766

498 ID#: 443011914, approved 11/14/16

Desired Outcome: Approval of Invoice # 2424056for \$1,489.78

Respectfully submitted,

Judy Kaniasty, Business Manager

From:

SLD Problem Resolution Mailbox <SLDPR@GDIT.com>

Sent:

Wednesday, December 21, 2016 10:26 AM

To:

Judy Kaniasty

Subject:

RE: EPC Case # 141652_Invoicing Concern

Judy,

You will need to file a waiver with the FCC.

If an invoice deadline extension request is not timely filed, you must first file a waiver request with the FCC and the FCC must grant your waiver request before USAC can extend the invoice deadline.

For instructions on submitting a waiver request to the FCC, please see the 1/15/2016 News Brief and scroll down to the heading "All waiver requests filed at FCC": https://usac.org/si/tools/news-briefs/preview.aspx?id=657

Additional information about waiver requests to the FCC can be found on the Schools and Libraries website here, under the heading "To File an Appeal with the FCC": http://www.usac.org/about/about/program-integrity/appeals.aspx

From: SLD Problem Resolution Mailbox

Sent: Wednesday, December 21, 2016 8:38 AM

To: French, James C (CNV) < <u>James.French@GDIT.com</u>> **Subject:** FW: EPC Case # 141652_Invoicing Concern

From: Judy Kaniasty [mailto:Judy.Kaniasty@mcfis.org]

Sent: Wednesday, December 21, 2016 8:36 AM

To: SLD Problem Resolution Mailbox <<u>SLDPR@GDIT.com</u>>

Subject: RE: EPC Case # 141652 Invoicing Concern

471 App #: 1009842 FRN = 2745569 Funding Year: 2015 Contract #: 4350350

Funding Commitment Decision: \$2,2968.70

BEN: 145760

Service Provider ID #: 143030766

Invoice No. = 2424056

Reimbursement Form # 472BEAR816

From: SLD Problem Resolution Mailbox [mailto:SLDPR@GDIT.com]

Sent: Wednesday, December 21, 2016 8:27 AM

To: Judy Kaniasty

Subject: EPC Case # 141652_Invoicing Concern

Judy,

I was forwarded your email (dated 12/19/2016) regarding some invoicing concerns.

What are the invoice #'s and FRN's you are concerned about? If I can get those, I'll be able to see what the status is on those for you.

Thanks, Jim

Jim French Technical Client Service Bureau Schools & Libraries Helpline 888-203-8100

From:

Judy Kaniasty

Sent:

Friday, December 16, 2016 1:28 PM

To:

'Herman, Bill M. DPI'

Subject:

Submitted 2015/2016 BEAR 472 After Deadline

Hi Bill--

I am Judy Kaniasty, the Business Manager for the Milwaukee County Federated Library System and I have been doing Erate processing for a good number of years. I have been struggling to understand all the changes with the two systems usac and particularly the new portal. There are times I believe I understand the process and then I get hung up on something and I struggle to move forward. Needless to say this is a lot of what has caused me to miss the deadline for submitting the BEAR for services which concluded 6/30/16 when I noticed I had not submitted the BEAR form but had only saved it. Part of that problem stemmed from the fact that our 498 was hung up, and not by a lack of my not attempting to get that done in a timely manner. The account that they were trying to tie to us was the banking information which the State uses when they electronically forward our State Aid monies to the Milwaukee County Trust Account which I do not have the authority to confirm that account information and frankly that was not the account wewanted this erate monies deposited into. Instead we were trying to get our operating bank account named as our account in which the BEAR funds were to be deposited. When I would call to clarify that (twice at least), the persons that would answer the phone would have me fill out a new Direct Deposit Program PI-1145 and I would send that in and they would indicate that I should be in order. But when further verification would take place I would get another email saying the 498 was still not approved and the process would start over again. I believe that happened two or three times and finally the 498 was approved November 14. I didn't submit the BEAR until Dec. 6th when I was wondering where the funds where that were promised to me on September 14 that the deposit would be made into our account on Sept. 23. Since I had originated the BEAR on August 22 I assumed that those were the funds they were speaking of??? Otherwise why would they indicate to me that funds would be released. Of course I have none of this in writing other than notes I made for myself. I tried to get an invoice deadline extension however it is too late for that and I suspect now I am nearing the date deadline to file an appeal or waiver and ask what you think my best option is with the hopes you can shed some light on the prospect of getting the \$1,489.78 that the member libraries are hoping to get to reimburse for invoices already paid. Any assistance would be helpful.





Form 472 (BEAR) Notification Letter

December 14, 2016

William Elliott Windstream Communications, LLC 1440 M Street, 6th Floor Lincoln, NE 68510

Re:

Invoice Number - as assigned by USAC: 2424056 Service Provider Identification Number: 143030766

Reimbursement Form Number: 472BEAR816

Billed Entity Number: 145760

Judy Kaniasty Milwaukee County Federated Library System 709 N. 8th Street Milwaukee, WI 53233

Preferred Mode of Contact: E-mail at judy.kaniasty@mcfls.org Total Amount of Reimbursement Approved for Payment: \$0.00

This letter is your notification that the Schools and Libraries Division (ShD) of the Universal Service Administrative Company (USAC) has processed an FCC Form 472, "Billed Entity Applicant Reimbursement (BEAR)" Form from the above named applicant listing you as the service provider. USAC has committed to reimburse the discounted portion of the cost of eligible services provided to eligible entities pursuant to one or more FCC Forms 471, "Description of Services Ordered and Certification Form".

In certain instances, a line may not have been paid. Review the BEAR Letter Applicant Reimbursement Report (Report) following this letter for the reason(s) this may have occurred. For more information about lines that have not been paid, see the explanation of Invoice Error Codes in Step 9 on our website. Work with the applicant (your customer) to correct any errors. Once corrected, your customer may submit a new BEAR using the BEAR Online tool from the Apply Online area or Required Forms section of our website to request reimbursement for any unpaid lines.

If a new BEAR cannot be submitted before the invoice deadline passes, you or your customer may submit a request for a deadline extension. (See "Invoice Deadlines and Extension Requests" posted in the SLD section of our website for more information.)

TO APPEAL THIS DECISION:

- If you wish to appeal a decision in this letter to USAC, your appeal must be received by USAC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:
- 1. Include the name, address, telephone number, fax number, and email address for the person who can most readily discuss this appeal with us.
- 2. State outright that your letter is an appeal. Include the following to identify the USAC decision letter (e.g., FCDL) and the decision you are appealing:
 Appellant name,
- Applicant name and service provider name, if different from appellant,

Schools and Libraries Division - Correspondence Unit 30 Lanidex Plaza West, PO Box 685, Parsippany, NJ 07054-0685 Visit us online at: www.usac.org/sl

BEAR NOTIFICATION LETTER APPLICANT REIMBURSEMENT REPORT

Need Help?

Track Form PBulk Download PTerms and Conditions PDeadline Extension PLogout View BEAR Invoice PRINTABLE PAGE Invoice ID: 2424056 Created on 8/22/2016 4:41 PM

Applicant Form Identifier 472BEAR816 Block 1: Header Information

Last updated on 12/9/2016 5:01 AM

Need Holp?

1. Billed Entity Name 2. Billed Entity Number

Milwaukee County Federated

145760

3. Service Provider

Identification Number (SPIN)

Library System

143030766

Applicant FCC Form 498 ID

443011914

Judy Kaniasty

5. Contact Telephone Phone

(414) 286-5148

Contact Fax

4. Contact Name

(414) 286-3209

Contact Email

judy.kaniasty@mcfls.org

6. Total Reimbursement Amount (total from Block 2, Column 14)

\$ 1549.81

Block 2: Line Item Information Per Funding Request Number

Nacci Help?

7. FCC Form 8. Funding 9. Bill 10. Customer 11. Shipping 12. Total 14. Discount Approval 471 Request Frequency Billed Date date to (Undiscounted) Discount Amount Billed Status Application Number Amount for Service Rate Customer or to USAC Number (FRN) Last Day of (Column 12 Work multiplied by (from Funding (from Performed Column 13) Commitment Funding (mm/dd/yyyy) Decision Commitment Letter) Decision Letter) 1) 1009842 2745569 MONTHLY 7/1/2015 \$ 2583.01 \$ 1549.81 COMPLETED

Block 3: Billed Entity Certification

Need Help?

Contact Information for Billed Entity Authorized Person:

By logging into your account using your PIN, checking this box, and clicking the "certify" button at the end of the form, you have electronically signed the form. You are reminded that an electronic signature is the same as a handwritten signature on the form. To see a copy of the Terms and Conditions to which you previously agreed, please click on the "Terms and Conditions" menu above.

Submission Date 12/6/2016

17. Name

JUDY KANIASTY

18. Title/Position BUSINESS MANAGER 709 N. EIGHTH STREET

20. Address 1 Address 2

City

MILWAUKEE

State

WI

Zip Code 53233 - 2414

19. Phone Number

(414) 286-5148

19a. Fax Number

(414) 286-3209

19b. Email

JUDY.KANIASTY@MCFLS.ORG

19c. Name of Authorized Milwaukee County Federated Library System

Person's Employer

OMB Number 3060 - 0856 Form 472

SLD Home | Contact Us

Client Service Bureau: 1-898-203-8100

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From:

no-reply@solixinc.com

Sent:

Tuesday, December 06, 2016 12:50 PM

To:

Judy Kaniasty

Subject:

Online BEAR 2424056 successfully submitted.

A Bear Online form has been accepted. Online Bear Invoice Number: 2424056 Online Bear Submit Date: 8/22/2016

View Bear Details

From:

498Bankverification@usac.org

Sent:

Monday, November 14, 2016 9:11 AM

To:

Judy Kaniasty

Subject:

Your 498 ID is Approved

Now you can receive payments from the E-rate Program.



Your 498 ID is Approved!

Dear Judy,

We finished verifying the banking information for Milwaukee County Federated Library System, and your <u>498 ID (SPIN)</u> is now approved and ready to use on your BEAR* invoice!

Your 498 ID number is 443011914

Log into the legacy Apply Online system to start the BEAR invoicing process.

If you need further assistance with your Form 498 ID, please call us, Monday through Friday from 9:30 AM to 4:30 PM ET, at (888) 641-8722 and select option 5, then Option 2, or <u>email us</u> any time. For assistance with invoicing, call (888) 203-8100 or <u>Submit a Question</u> online.

Thank you,

USAC Customer Support

Form 498 ID help: (888) 637-6226; FinOps-Processing@usac.org

Invoicing help: (888) 203-8100; Submit a Question

usac.org/sl

*Billed Entity Applicant Reimbursement (BEAR) for the Schools and Libraries (E-rate) Program

From:

USAC Customer Support < customersupport@usac.org>

Sent:

Thursday, October 27, 2016 12:33 PM

To:

Judy Kaniasty

Subject:

Action Required to Approve your 498 ID

Check your status online or contact us. View this message as a web page

×] "

Action Required to Approve your 498 ID

Judy,

USAC has not approved your FCC Form 498 # 443011914 for Milwaukee County Federated Library System.

There are a variety of reasons that can prevent USAC from approving your FCC Form 498. Check your form's status using the <u>Form 498 ID Status Tool</u>, then review the FCC Form 498 approval process below to determine the next steps for getting your form approved.

The FCC Form 498 review process takes two (2) business days. The process is:

- 1. Applicant files FCC Form 498 in EPC
- 2. Applicant submits banking documentation
- 3. USAC approves or rejects FCC Form 498

1) If you submitted FCC Form 498 in EPC:

After you submit FCC Form 498, you must separately upload banking documentation so that USAC can verify your account information.

If you have not done so already, <u>submit the banking documentation online</u>. You will need to upload a clear image of a voided check, or a statement from your financial institution that includes the bank name and account number.

2) If you submitted your banking documentation to USAC:

After you <u>submit banking documentation online</u>, USAC will verify your account information within two (2) business days and alert the person who submitted the documentation via email whether the 498 ID is

approved or rejected.

If you have not heard from USAC after two (2) business days, check the <u>Form 498 ID Status Tool</u> or <u>contact</u> us.

3a) If your form is rejected:

If your form is rejected, the "general contact" or the person that uploaded the banking documentation will receive a detailed email explaining how to fix the issue. Your form's status on the Form 498 ID Status Tool will remain as "Certified." Rejections usually occur if there is an error or mismatch on your form.

A "rejection" is not the end of the road. USAC encourages you to re-submit a corrected version of your form (which requires a new form submission, certification, and banking documentation each time) until we can approve your form. Once completed, please <u>notify USAC via email</u>.

USAC will approve or reject your new, corrected form within two (2) business days.

3b) If your form is approved:

If your form is approved, the "general contact" or the person that uploaded the banking documents will receive an approval notice via email, and your form's status on the <u>Form 498 ID Status Tool</u> will be "Approved." Once your form is approved you may begin the <u>BEAR invoicing process</u>.

Need help? Contact us!

If you need further assistance, please call us, Monday through Friday from 9:00 AM to 5:00 PM ET, at (888) 641-8722 and select option 5, then Option 2, or <u>email us</u> any time. Please make sure you have your 498 ID ready.

Thank you,

USAC Customer Support

This email is intended for judy.kaniasty@mcfis.org, the contact listed on FCC Form 498.

Please do not respond to this email directly.

For assistance, call (888) 637-6226 or email finops-processing@usac.org.

Universal Service Administrative Company | 700 12th Street NW | Suite 900 | Washington, DC 20005

From:

498 Bank Verification <498BankVerification@usac.org>

Sent:

Tuesday, September 20, 2016 8:43 AM

To:

Judy Kaniasty

Subject:

Rejection for FCC Form 498 for - Milwaukee County Federated Library System -

443011914

Dear Judy,

USAC has reviewed your Form 498 for Milwaukee County Federated Library System 498ID 443011914 and are unable to process this request due to the following issue(s):

-The bank Account number entered on your FCC Form 498 does not match the banking documentation submitted for verification. Please either;

- Submit new banking documentation (voided check or bank statement that includes your account number and name). Please submit the requested documents by clicking fiere. Or
- Update the banking information on the FCC 498
 - o Please go to Appian at https://portal.usac.org/suite/ and log in.
 - Click on "Records" at the top of the page
 - Click on FCC Form 498
 - o Click on the name of the FCC Form 498 that you want to update.
 - Click on Modify FCC Form 498 in the upper right corner.
 - Update your banking information
 - Certify the Form.

If you have questions, please call us between 9:30 AM-4:30 PM ET Monday through Friday, at (888) 641-8722 and select option 5, or email us at customersupport@usac.org.

Thank you,

USAC

The information contained in this electronic communication and any attachments and links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have received this communication in error and that any use, dissemination, forwarding, printing or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.

From:

USAC Customer Support < customersupport@usac.org>

Sent:

Monday, August 29, 2016 1:43 PM

To:

Judy Kaniasty

Subject:

Banking Information Required for 498 ID (SPIN)

Send USAC a clear image of a voided check or a statement from your financial institution.

View this message as a web page



Helping Keep Americans Connected | www.usac.org

Banking Information Required for 498 ID

Judy,

We have begun reviewing your FCC Form 498 application for Milwaukee County Federated Library System, and need additional information in order to issue your <u>498 ID</u> to be used on your BEAR* invoice:

- 1. A clear image of a voided check, or
- 2. A statement from your financial institution that includes the bank name and your account number.

Please <u>submit the documentation</u> online. In the form, provide this information:

- Confirmation No./ Filer ID / Form 498 ID: 443011914
- Company Name: Milwaukee County Federated Library System

If you need further assistance, please call us, Monday through Friday from 9:30 am to 4:30 pm ET, at (888) 641-8722 and select option 5, then Option 2, or <u>email us</u> any time.

Thank you,

USAC Customer Support (888) 637-6226; finopsprocessing@usac.org usac.org/sl

*Billed Entity Applicant Reimbursement (BEAR) for the Schools and Libraries (E-rate) Program

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This email is intended for <u>judy.kaniasty@mcfls.org</u>, the contact listed on FCC Form 498.

Please do not respond to this email directly.

Sent good stokened sound

Need Help?

86.	AR Home &	Lanew BEA	R Form I	Track Form	n Ö Bulk C	lownload D	Terms and	Conditions	Logout
Edit BEAR Invoice									
The following invoice has been successfully saved: Invoice ID: 2424056 Created on 8/22/2016 4:41 PM Last updated on 8/22/2016 4:41 PM Applicant Form Identifier 472BEAR816 Block 1: Header Information									
					Need Help?				
Milv	illed Entity Nam vaukee County I ary System		. Billed Entity 45760	Number	3. Service Pr Identification 143030766	rovider 1 Number (SPIN)		rovider Name arn Communical	ions, LLC
Applicant FCC Form 498 ID									
4 C	ontact Name		ludy Kanias						
	ontact Telephon	e Phone / I	Uudy Kanias 414 -) 286	- 5148 ext.	garanteen en				
	ontact Fax	()	(414) 286	Manuella Promissionamentalia.	1				
	ontact Email		TRANSPORTER TAXABLE PARTY	ty@mcfls.org					
6. Total Reimbursement Amount (total from Block 2, Column 14) \$ 1549.81 Block 2: Line Item Information Per Funding Request Number Need Hele?									
	7. FCC Form 471 Application Number (from Funding Commitment Decision Letter)	Number (FRN) (from	9. Bill Frequency	10. Customer Billed Date	11. Shipping date to Customer or Last Day of Work Performed (mm/dd/yyyy)	12. Total (Undiscounted) Amount for Servi		14. Discount Amount Billed USAC (Column 12 multiplied by Column 13)	to .
1)	1009842	2745569	MONTHL	7/1/2015	AND A STREET AS A	2583.01	60	1549.81	Add Line Item
Block 3: Billed Entity Certification									
Need Help?									
I declare under penalty of perjury that the foregoing is true and correct and that I am authorized to submit this Billed Entity Applicant Reimbursement Form on behalf of the eligible schools, libraries, or consortia of those entities represented on this Form, and I certify to the best of my knowledge, information and belief, as follows:									
A. The discount amounts listed in this Billed Entity Applicant Reimbursement Form represent charges for eligible services and/or equipment delivered to and used by									

eligible schools. libraries, or consortia of those entities for educational purposes, on or after the service start date reported on the associated FCC Form 486. The discount amounts listed in this Billed Entity Applicant Reimbursement Form V В. were already billed by the Service Provider and paid for by the Billed Entity Applicant on behalf of eligible schools. libraries, and consortia of those entities. C. The discount amounts listed in this Billed Entity Applicant Reimbursement Form are for eligible services and/or equipment approved by the Fund Administrator pursuant to a Funding Commitment Decision Letter (FCDL). V I acknowledge that I may be audited pursuant to this application and will retain for at D. least 10 years (or whatever retention period is required by the rules in effect at the time of this certification), after the latter of the last day of the applicable funding year or the service delivery deadline for the funding request any and all records that I rely upon to complete this form. V E. I certify that, in addition to the foregoing, this Billed Entity Applicant is in compliance with the rules and orders governing the achools and libraries universal service support program, and I acknowledge that fallure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments. Lacknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.

Contact Information for Billed Entity Authorized Person:

15. Signature 🗸

By logging into your account using your PIN, checking this box, and clicking the "certify" button at the end of the form, you have electronically signed the form. You are reminded that an electronic signature is the same as a handwritten signature on the form. To see a copy of the Terms and Conditions to which you previously agreed, please click on the "Terms and Conditions" menu above.

16. Date 8/22/2016

17. Name	JUDY KANIASTY	19. Phone Number	(414) 286 - 5148 ext.	
18. Title/Position	BUSINESS MANAGER	19a. Fax Number	(414) 286 - 3209 ext.	
20. Address 1	709 N. EIGHTH STREET	19b. Email	JUDY.KANIASTY@MCFLS.ORG	
Address 2	Bary annual activities of the second contract	19c. Name of Authorized Person's Employer	Milwaukee County Feder	
City	MILWAUKEE			
State	M. Marie Carlo	· · · · · · · · · · · · · · · · · · ·		
Zip Code	53233 - 2414	· · · · · · · · · · · · · · · · · · ·		

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Clear Save Certify and Submit

OMB Number 3060 - 0856 Form 472

From:

SL News Brief <SLNewsBrief@lists.universalservice.org>

Sent:

Monday, August 08, 2016 2:42 PM

To:

Judy Kaniasty

Subject:

SPECIAL EDITION - Update on Invoicing for FY2016

View this message as a web page



August 8, 2016

Update on Invoicing and Payment Processes for FY2016

Applicants and service providers can now submit invoices for FY2016, and USAC can review, process and pay them.

- Previously, while service providers have been able to submit an FCC Form 474, Service Provider Invoice (SPI) Form, online and electronically for FY2016, USAC held all submitted SPI Forms until the review and payment processes were in place for FY2016.
- Applicants were unable to submit an FCC Form 472, Billed Entity Applicant Reimbursement (BEAR) Form, online for FY2016. Applicants can now submit BEAR Forms for FY2016, and the review and payment processes are in place as well.

USAC continues to process invoices for FY2015 and previous funding years using our legacy system. However, for the FY2016 submission, review, and payment processes to work successfully, information from the E-rate Productivity Center (EPC) had to be migrated into the legacy system. That process has now been fully implemented.

As a reminder, applicants filing BEAR Forms for FY2016 must have certified – and USAC must have successfully processed – an FCC Form 498, Service Provider and Billed Entity Identification Number and General Contact Information Form.

- After the applicant certifies this form, USAC must verify the banking information. Please respond promptly to the request from USAC so that the review process can be completed.
- Make sure you put your bank routing number and your bank account number in the correct fields.
- If you make a change to your FCC Form 498, you must re-certify the form or we cannot process
 it.
- For questions, call us at (888) 641-8722 and choose Option 5 (FCC Form 498) and then Option 1 or 2 (questions about the form).

Submitting an invoice to USAC

- To submit a SPI Form online, service providers can navigate to the <u>Forms</u> page (the second entry under the "Resources and Tools" menu on the left-hand side of any Schools and Libraries web page) and click "File Online" in the FCC Form 474 row of the table of forms.
 - To file SPI Forms electronically, service providers must first set up electronic invoicing. You can find the appropriate instructions on the <u>Electronic Invoicing</u> guidance document. (You can also locate this document by navigating to <u>STEP 5</u>, <u>Invoicing</u>, under the Service Provider Process banner on the main page.)
- To file a BEAR Form online, applicants navigate to the <u>Forms</u> page and click "File Online" in the FCC Form 472 row.

• Remember that invoice forms can no longer be submitted on paper for any funding year.

We will include more detailed guidance about completing the FCC Form 498 review process in this Friday's SL News Brief.

You are subscribed as judy.kaniasty@mcfls.org to the SL News Brief.

To subscribe, click here: Subscribe

To unsubscribe, click here: Unsubscribe

Please do not reply to this email, instead, Submit a Question or call 1 (888) 203-8100.

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